IT Services has replaced the Steelcase office desks in the training lab with new computer desks. Faculty and Staff who participate in trainings and Short Courses will be pleasingly surprised at the improved ergonomics and increased personal space. The new desks feature a semi-recessed sloping shelf which places the monitor six inches below the writing surface and the CPU, is stored in a holder on the underside of the writing surface. User-friendly wire management stores all cords and wiring out of site and helps keep the classroom tidy. The main ergonomic benefit for students, aside from not straining to see over the CPU is that the keyboard and mouse are on the same surface, providing forearm and wrist support. The increased work surface also allows room for laying out materials and taking notes.

In March of 2000, the IT Services Training Lab got a new layout which answered the need for additional work stations and front-facing seating. This latest addition is a welcome change for trainers and students alike. IT Services recognizes that comfort is an important factor in computer training as we strive to offer quality trainings in a quality environment.
Computing From Anywhere

By Scott Vitz

To encourage and assist students to use various technologies fundamental to academic and professional success, IT Services has enhanced its Student Computing From Anywhere Web site. This site contains information about the basics of computer use at IPFW, the Internet, Web browsing, e-mail, and WebCT. Please encourage the students with whom you interact to visit it at http://www.its.ipfw.edu/students/anywhere/

Basic Computer Terminology

Desktop – Metaphor used to describe your computer screen and its contents when applications are not running or are minimized. Several icons, or pictures, such as My Computer, Network Neighborhood, and Recycle Bin, usually appear on desktops. Users can also customize what appears on their desktops by adding shortcuts to their favorite applications, recent files, etc.

Screen Saver – A program that takes over the computer display screen, usually replacing it with a blank screen or animation, after a certain period of user inactivity to prevent damage to the monitor. Computer monitors, especially the older ones, are susceptible to problems if the same pattern is displayed on the screen for long periods of time.

New Short Courses for Faculty/Staff

IT Services is gearing up for an exciting year of Short Courses aimed at introducing skills that help you work smarter and faster. New classes will be offered in creating, arranging and backing up Bookmarks in Netscape and Internet Explorer. The four-hour Operating System class has been revamped with new curricula (HTML Basics and HTML Beyond the Basics) and special classes are planned for November and December on DreamWeaver (Web page editor). Look for the complete schedule of classes on the bulletin boards (http://bboards.ipfw.edu) or go to the IT Services Web site at http://www.its.ipfw.edu/docs/training/schedule.html. October and November classes are listed on page 4 of this issue.
Web Browsers: Reliability vs. Cutting Edge
By William Baden

We seem to be at a crossroads in Web browser development as Microsoft releases version 6 of its Internet Explorer (IE) product and Netscape corrects their version 6 problems with the release of Netscape Navigator 6.1. In a world where the latest, greatest software is usually installed while the shrink wrap is still unfolding in the trash can, it may serve us well to pause before installing these latest improvements.

In the case of IE 6 it’s too early to say how “buggy” it may be. I would place it in the “wait and see” category. Additionally, Microsoft no longer includes the Java runtime environment (JRE) with its browser (an overreaction to the recent lawsuit settlement). Users with a previous copy of IE will still be able to use the associated JRE software from their earlier install. All others and those needing the latest JRE upgrade will need to download a copy from Sun Microsystems, separately.

The main problem with Navigator 6.1, ironically, lies in the browser’s commitment to and support of the latest Web standards. Without backwards compatibility, users of Navigator 6.x have discovered many well designed Web pages now fail to work properly -- especially in terms of Javascript execution. This includes pages written specifically to work “best” with Navigator 4.x.

Where does ITS stand on upgrades? If you work with or frequently visit Web sites that incorporate sophisticated Java or Javascript components, confirm which browser versions are officially supported by these sites. This is particularly true of many IUB and Purdue WL administrative systems (e.g., Purdue Ariba) and our own WebCT on-line course system. We recommend IE 5.5 and Navigator 4.76 as the most stable and reliable browsers, at this time. IT Services currently provides both versions on our network.

Remote Access to Helmke Library
Electronic Resources
By Marla Baden

IPFW's Helmke Library offers a wide range of electronic resources via the Web, including periodical indexes, statistical databases, and electronic journals. In the past these Web based resources were available only on the IPFW campus. This past summer the library implemented remote access, which allows users of these resources via the Internet from any location. The library's Databases and Indexes page contains an availability statement for each resource.

In many cases licensing agreements with database providers and vendors or copyright restrictions require that remote access be limited to faculty, staff and currently registered students of IPFW.

In order to meet these licensing requirements, when accessing resources off campus, you may be prompted for your IPFW username and password in order to verify that you are associated with the University. For students, this is your Student Access Labs account. For faculty and staff this is your office network login. Information about these accounts can be found at http://www.its.ipfw.edu under "Student Resources" and "Faculty and Staff Resources." As a final step in remote access authentication your user ID number may also be requested. This is usually your social security number, entered without dashes. If you have any problems remotely accessing any of the electronic resources please contact the Library Service Desk at 219-481-6505.

(Continued from page 1)

In order to help us solve this problem we are collecting information from the PC's that are experiencing this event. Before you call the Help Desk to report it, please have the following information ready.

- **The complete error message** - leave it up on the monitor until you call the Help Desk.
- **Tag # or Serial #** of the PC.
- **The room and phone number** where the computer is located.
- **The version of Windows** on this computer. (From the desktop, right-click on 'My Computer' - click 'Properties'. Note the listing after 'System:', such as Microsoft Windows 98 Second Edition 4.10.2222 A—or—Microsoft Windows 95 4.00.950 B)
- **The version of Internet Explorer** on this computer (Open IE - click 'Help' - click 'About Internet Explorer'. Note the information after 'Version:' or 'Update Version:')
- **The version of GroupWise** on this computer (GW 5.5 or GW 6). (Open GW, - from the top menu click 'Help' - click 'About GroupWise'. Note the information for 'Program Release'.)
## Short Courses

**http://www.its.ipfw.edu/docs/training/schedule.html**

### Productivity

<table>
<thead>
<tr>
<th>Short Courses</th>
<th>Free to Faculty and Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall Clean-up Organize Your Files &amp; Folders</strong></td>
<td><strong>Bring a floppy or zip disk to classes.</strong></td>
</tr>
<tr>
<td>Friday - October 12th - 8:30-10:00 A.M.</td>
<td></td>
</tr>
<tr>
<td>Friday - October 26th - 8:30-10:00 A.M.</td>
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</tbody>
</table>

### Short Cuts, Start Menu Settings and Favorites
- Thursday - November 1st - 9:00-10:00 A.M.
- Friday - November 16th - 9:00-10:00 A.M.

### Using DreamWeaver to Create and Manage Web Sites
- Thursday - November 8th - 9:00-11:00 A.M.
- Friday - November 9th - 9:00-11:00 A.M.

### GroupWise Basics
- Friday - October 12th - 10:30-11:30 A.M.
- Tuesday - October 16th - 2:00-3:00 P.M.
- Monday - November 5th - 9:00-10:00 A.M.
- Tuesday - November 6th - 9:00-10:00 A.M.

### GroupWise Calendar
- Wednesday - October 10th - 1:30-2:30 P.M.
- Monday - November 5th - 11:00 a.m.-12:30 P.M.
- Wednesday - November 14th - 9:00-10:30 A.M.

### GroupWise Address
- Thursday - October 25th - 11:00 A.M.-12:00 P.M.
- Thursday - November 8th - 1:00-2:00 P.M.

### GroupWise - Archiving
- Tuesday - October 23rd - 11:00 A.M.-12:00 P.M.
- Friday - November 9th - 1:30-2:30 P.M.

### Using EndNote to Manage References and Create Bibliographies
- Monday - October 15th - 9:00-10:00 A.M.
- Tuesday - October 16th - 9:00-10:00 A.M.
- Wednesday - November 28th - 9:00-10:00 A.M.

### Using Microsoft Word to Create Documents
- Wednesday - October 24th - 9:00-10:30 A.M.
- Thursday - October 25th - 9:00-10:30 A.M.

### Using PowerPoint in the Classroom
- Thursday - October 18th - 9:00-11:00 A.M.
- Friday - October 19th - 9:00-11:00 A.M.
- Monday - November 12th - 9:00-11:00 A.M.
- Thursday - November 15th - 9:00-11:00 A.M.

### Excel Basics (2 - 90 min. sessions)
- Tuesday - October 23rd - 1:30-3:00 P.M.
- Tuesday - October 30th - 1:30-3:00 P.M.

### Excel - Beyond the Basics (2 - 90 min. sessions)
- Tuesday - November 6th - 1:30-3:00 P.M.
- Tuesday - November 13th - 1:30-3:00 P.M.

### Write a Web Page in HTML - Basics
- (3 - 60 min. sessions)
  - Monday - October 29th - 9:00-10:00 A.M.
  - Tuesday - October 30th - 9:00-10:00 A.M.
  - Wednesday - October 31st - 9:00-10:00 A.M.
- (2 - 90 min. sessions)
  - Wednesday - November 28th - 11:15 A.M.-12:45 P.M.
  - Friday - November 30th - 11:15 A.M.-12:45 P.M.

### Write a Web Page in HTML - Beyond the Basics
- (2 - 90 min. sessions)
  - Wednesday - October 24th - 11:15 A.M.-12:45 P.M.
  - Friday - October 26th - 11:15 A.M.-12:45 P.M.

### Netscape - Bookmarks & Preferences
- Friday - November 2nd - 2:30-4:00 P.M.
- Monday - November 19th - 12:00-1:30P.M.

### Internet Explorer Favorites & Internet Settings
- Thursday - October 11th - 10:30 A.M.-12:00 P.M.
- Thursday - November 1st - 1:30-3:00 P.M.
- Wednesday - November 14th - 11:00 A.M.-12:30 P.M.

### Create and Link PDF Documents to Your Web Page
- (pre-req. HTML basics or equiv. knowledge)
  - Wednesday - November 7th - 11:30 A.M.-1:00 P.M.
  - Tuesday - November 20th - 1:30-3:00 P.M.
  - Thursday - November 29th - 9:00-10:30 A.M.

### Using Microsoft Word to Create Documents
- Wednesday - October 24th - 9:00-10:30 A.M.
- Thursday - October 25th - 9:00-10:30 A.M.

### Using PowerPoint in the Classroom
- Thursday - October 18th - 9:00-11:00 A.M.
- Friday - October 19th - 9:00-11:00 A.M.
- Monday - November 12th - 9:00-11:00 A.M.
- Thursday - November 15th - 9:00-11:00 A.M.

### Excel Basics (2 - 90 min. sessions)
- Tuesday - October 23rd - 1:30-3:00 P.M.
- Tuesday - October 30th - 1:30-3:00 P.M.

### Excel - Beyond the Basics (2 - 90 min. sessions)
- Tuesday - November 6th - 1:30-3:00 P.M.
- Tuesday - November 13th - 1:30-3:00 P.M.